



ISO/CASCO CLARIFICATION REQUEST FORM

Date of submission: 12 April 2018

1. Requesting ISO Member or A liaison member: IFIA
2. Contact person: Samuel Hill
3. Position: Junior Accreditation Manager
4. Email address: shill@ifia-federation.org
5. Please specify the ISO/CASCO document by name and number (ISO/IEC 17XXX) and clause number: ISO/IEC 17025:2017 8.6.2
6. Clarification request, please formulate the request clearly and where possible in a format that enables a YES or NO answer: ISO/IEC 17025 Section 1 (Scope) states that ISO/IEC 17025 “specifies general requirements for the competence, impartiality and consistent operation of laboratories.” The standard itself thus establishes that all requirements therein pertain to the competence, impartiality and consistent operation of laboratories. ISO/IEC 17025 clause 8.6.2 requires laboratories to analyze and use feedback from customers to improve the management system, laboratory activities and customer service. ISO/IEC 17025 clause 8.9.3 requires the output of the management review to record all actions related to improvement of the laboratory activities. Information about the improvements required by 8.6.2 are included in the record required in 8.9.3 and both relate to the competence, impartiality and consistent operation of the laboratory. Is this correct?
7. Consensus position of the maintenance group (This section is only to be completed by the maintenance group members) The clarification request is unclear because it effectively asks two separate questions [i.e., what information is required by 8.9.3 and whether customer feedback sought is limited to competence, impartiality and consistent operation of the laboratory]. Refer to the response to the clarification request for 8.6 regarding the intended scope of the clause. If further clarification is required, please restate the request.

Send the filled form to casco@iso.org